

Fort Carson Relocation Assistance Plan Relocation Handbook

**Designed to assist Soldiers and families meet the
challenges of the mobile Army lifestyle**



Developed by the Relocation Assistance Coordinating Committee (RACC)

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PREFACE

The primary purpose of this handbook is to assist Fort Carson Soldiers and Families in the relocation process. As part of Relocation Readiness Program services, this Installation Relocation Assistance Plan (IRAP) has been developed by your Relocation Assistance Coordinating Committee (RACC). Primary functions of the RACC include ensuring the relocation process is as smooth as possible; ensuring every agency, organization, and unit are able to make proper referrals to other relocation service providers; and ensuring quality customer service is provided. The RACC is chair by the Army Community Service (ACS) Relocation Readiness Program and includes representation from the Exceptional Family Member Program (EFMP), Housing, Child, Youth and School Services (CYSS), Transportation, Finance, the Military Personnel Division (MPD), the Civilian Personnel Advisory Center (CPAC) and the Medical Treatment Facility. Members meet on a quarterly basis to train and educate one and other on any new information and or changes to current information which affect the relocation process, as well as update materials.

To assess the effectiveness of installation relocation services, various data gathering techniques will be used and assessed RACC meetings. Data provided will vary from out-processing survey's to Interactive Customer Evaluations (ICE) to ACS Needs Assessments.

Sponsorship Program

The 4th ID G1 Strength Management Office, 526-5169, manages the Fort Carson Sponsorship Program. Soldiers can request a Sponsor by submitting a DA Form 5434 through their MPD by completing the request form on the Fort Carson home page.

Effective Sponsors are actively involved in the arrival process. They help newcomers get settled both in the unit and in the community. Sponsorship responsibilities include providing a tour of the post and places of interest in the community; assisting the newcomer with finding affordable housing; introducing the newcomer and spouse to coworkers, unit leadership and Family Readiness Group members; and helping in other areas as needed. If a Sponsor was not requested in advance, a Limited Sponsor is assigned and meets the newcomer during their in-processing.

The ACS Relocation Readiness Team provides Sponsorship training to units upon request. Sponsorship packets are assembled and distributed by the ACS Relocation Readiness Program. Units requiring Welcome Packets should pick them up at the Community Connections, located in Building 1524 on Berkeley Avenue. Large requests for more than 10 people should be requested in advance by calling 526-1070.

Exceptional Family Member Program (EFMP)

The EFMP, working in concert with other Military and civilian agencies, is designed to provide a comprehensive, coordinated, multi-agency approach for community support, housing, medical, educational, and personnel services to families with special needs. For more information, contact the ACS EFMP Manager, 526-4590.

Fort Carson Post Guide and Telephone Directory

Public Affairs Office produces the Post Guide through a contract. Currently, both paper copies and business card CD Rom copies of the guide are produced and distributed through the Community Connections, Bldg. 1524, on Berkeley Avenue.

Fort Carson Relocation Readiness E-mail

A Fort Carson Relocation Readiness E-mail account has been established for inbound Soldiers and relocation professionals around the world to gain quick access to Fort Carson information. The E-mail address is included in the Fort Carson Web Page, Relocation packet and Sponsor packet at carsdfmwrwacsrrp@conus.army.mil.

Fort Carson Relocation Packet

The Fort Carson Relocation Packet contains information to help Soldiers, Family Members and civilians make informed decisions prior to moving to Fort Carson. Fort Carson information is available online via www.carson.army.mil or www.Militaryinstallations.dod.mil. Relocation Packets can be requested at the Army Community Service Center, Bldg 1526 at 526-1053 or 4590.

Fort Carson Web Page

NEC is the web master for the Fort Carson Home Page; however, Public Affairs review all submissions prior to implementation. This web site includes links to major units and organizations, the post newspaper, master calendar of events, Sponsorship Program, and through Plan My Move - www.Militaryinstallations.dod.mil. The Fort Carson website address is included in the "Remarks" section

of the PCS orders of all inbound Soldiers. A comprehensive Relocation web page is linked to the Fort Carson Web Page. The web page includes links to several post and community web sites.

Relocation Readiness Program

Access to pre-arrival information is gained primarily through Soldier initiative and proactive Relocation Readiness Programs at other Military installations worldwide. All of our pre-arrival resources encourage Soldiers to contact the Relocation Readiness Program at their current installation to gain relocation assistance and information on Fort Carson.

Temporary Lodging

Temporary lodging reservations are accepted 60 days prior to arrival. To make reservations, call IHG at 526-4832. Pets are allowed with size and breed limitations in post billeting. Families that have pets falling under the breed limitations must make their own arrangements for pet boarding.

Army Community Service

Family Employment Readiness Program: ACS offers a one-stop job information center to help Family Members find full- or part-time employment. In addition to an extensive listing of job vacancies available on post and in the greater Colorado Springs areas, our Employment Readiness Program offers employment counseling, resume screening and a variety of educational classes to help Family Members improve their job search skills. A computer resource room with Internet access is available for preparing resumes and conducting job searches.

Exceptional Family Member Program: Soldiers who have Family Members enrolled in the Exceptional Family Member Program (EFMP) are identified at in-processing and are referred to the ACS EFMP if they require assistance with coordinating medical, educational, housing, community support and personnel services.

The Community Connections: Fort Carson's Family Welcome Center, is located in Building 1524 on Barkeley Avenue. Open Monday through Friday from 0800 to 1600, the Community Connections offers various services to include the ACS Loan Closet, Colorado Springs maps and information, Fort Carson Welcome Packets, Information on community resources, Fort Carson Newcomers Orientation and post tour, Multi-cultural Support Groups, E-mail access for new arrivals, Information packets on local school districts, Information on volunteer opportunities, Want-ads bulletin board, Family Readiness Group information, as well as it's a place to relax and meet new friends! Call the Community Connections at 526-1070 for more information. A welcome gift is given to all new arrival spouses at the Newcomers Orientation.

Loan Closet: Operated out of the Community Connections, items are available for Soldiers and Family Members in transition. Items available include a variety of household items such as cots, dish packs, pan kits, Play n Pak's, high chairs, car seats, toasters, vacuums, irons and ironing boards, folding tables and chairs and other small appliances. The items are loaned at no charge for 30 days. Extensions are granted if additional time is needed by contacting the Community Connections staff. The Community Connections is located in Building 1524, on Barkeley Avenue and is open Monday through Friday, 0730 to 1700. Call 526-1070 for more information.

Financial Readiness Assistance: Briefings on the financial aspects of relocation are also included in the Day 1 Briefings at the Hub, Building 6371 on Specker Avenue. A member of the Financial Readiness team discusses budget assistance, vehicle purchases and consumer affairs support. A representative from Financial Management explains how to access financial assistance through the Command Financial Noncommissioned Officer (CFNCO) program. A CFNCO is available at the Replacement Detachment,

Building 1013 to assist new Soldiers Monday through Friday from 1400 to 1600. Counseling: Consumer and AER Assistance available at ACS by appointment by calling 526-4590.

Multicultural Support Programs: Various support groups are available. We currently German, Hispanic and Asian Support Groups established. For more information, call 526-1070.

U. S. Citizenship and Immigration Services: ACS provides Soldiers and Family Members guidance and forms for Visas, Green Cards, and Naturalization processes, along with cultural mediation services. Clients with complex cases are scheduled to meet with the federal INS agent from Denver that visits ACS through scheduled appointments. Please Contact 526-0457 for more information and/or to schedule an appointment.

English as a Second Language (ESL): ACS offers a multi-level ESL program during the school year (September – May). A summer school program is also available. Childcare is available for attendees with advance reservations. Pre-registration required. To schedule testing, call 526-1053 or 526-4590.

Relocation Readiness Team Assistance: A member of the ACS Relocation Readiness team briefs newcomers during the Day 1 Orientation at the Hub, Building 6371 on Specker. The briefing focuses primarily on the emotional and situational stresses of relocation and the immediate needs of newcomers through community resources such as housing, loan closet, schools, spouse employment, Exceptional Family Member Program and multicultural assistance. Participants are encouraged to visit the Relocation team if additional assistance is needed. At the end of the briefing, newcomers are asked to give verbal feedback on the accessibility and value of the pre-arrival information and support they received.

Soldier and Family Readiness: This program promotes individual, couple and family wellness and offers a comprehensive program that includes awareness, education and intervention to prevent family violence. Prevention and support services include New Parent Support Program (home visitation), parenting classes, communication classes, victim advocacy assistance, and other life skills seminars.

Newcomer Orientation: All Fort Carson newcomers are required to attend the Commanding General's Newcomer Orientation. The orientation is held monthly at the McMahon Theater. Free childcare is provided to encourage spouses to attend. The Community Connection, Bldg. 1524, also offers Fort Carson Newcomers Orientation, a monthly Spouse orientation program on the first Thursday of each month from 0800 to 1530. The program includes networking opportunities, an orientation to Fort Carson and the local community, refreshments, and a post tour (optional). Free childcare is available with advance reservations. Call 526-1070 to register for the class and childcare.

Child, Youth & School Services (CYSS)

At Fort Carson's CYSS, we know you entrust to us that which you hold most dear: your children. That's a commitment we don't take lightly, and we strive every day to earn, and to keep, your confidence. Today's op-tempo presents a special challenge for Army families. We understand that personal resources can become stretched, and "battle fatigue" is all too real – not just for the uniformed soldier, but for families, as well. CYSS is committed to serving the unique needs of Mountain Post families through a variety of programs designed for children ages six-weeks through 18 years. All services are based on the growth and development of your child, and meet both US Army and national standards. Our seamless delivery system ensures that the same caring philosophy is followed by our dedicated staff in every program and service we offer.

CYSS has a yearly calendar (Jan-Dec) published for parents and youth, so you will know day-by-day events happening in our programs. Calendars may be picked up at any CYS facilities, viewed on the DMWR Web page, or posted in any one of our facilities.

Registration for any CYSS program of service is at Building 1518 Prussman Blvd., located on the corner of Wetzel & Prussman streets. Hours of operation are 0730-1700 Monday thru Friday. For specific information concerning requirements for registration, or to make an appointment, please call 526-1101.

Child Development Centers: Services include full day for 6 weeks to 5 years, hourly care for 6 weeks to 12 years, and part day pre-school for 3 to 5 years. Our centers provide a creative environment for your child with age and developmentally appropriate activities. The East Child Development Center located at Building 6058, on the corner of Nelson and Martinez and provides full day services only. The West Child Development Center located at Building 6060 on Coleman provides full day, hourly care and part day pre-school services. For additional information and registration please call 526-1101.

Family Child Care: Services available for 6 weeks to 12 years. Army certified Family Child Care homes are available on and off the installation. FCC providers offer age-appropriate activities in an environment that is nurturing and homelike. The small group size allows the children to develop close relationships with their caregiver and other children in the group. FCC provides overnight and extended care for single and dual Military Soldier parents. For more information and registration please call 526-1101.

School Age Services: Services available for grades kindergarten to 5th grade. Before and after school programs for youth in grades K-5th grades are provided in Buildings 6203 & 6204 on Harr Avenue - 7009 Harr Avenue. Transportation to and from on-post schools is provided for Before and After School students in grades 1-5. We also offer full day services for "school out" days. Fall, winter, spring, and summer camps operate according to the Fountain / Fort Carson District 8 Calendar. Our School Age program is nationally accredited, with programming reflecting an age-appropriate curriculum. Boys and Girls Club of America, Character Counts! and 4-H Club programs are a daily part of school age programming.

Youth Center: Services available for middle and high school ages. Your Youth Center is here to serve you by offering a wide variety of recreational, educational, and social programs for your middle and high school age teen. Army youth program standards as well as our affiliation with the Boys and Girls Clubs of America and National 4-H assures that your teen will always have a variety of wholesome, fun, and interesting program choices in which to participate. Participation in these programs provides a broad framework for developing lifelong skills designed to enhance your child's future success. Our staff is dedicated to making this youth center the finest in the Army and will strive to make your child's experience here a positive one. We invite you to become familiar with the programs and services offered. Visit the center, and join our Parent Advisory Group! Programming includes sports, fitness and health, life skills classes, citizenship and leadership opportunities, arts, recreation and leisure activities, mentoring, intervention, and education support services.

As with School Age Services, Before and After School programs are offered for grades 6 – 8, with transportation provided to and from on-post schools. Full day services are available during "school's out" days, and fall, winter, spring and summer camps operate according to the Fountain / Fort Carson District 8 Calendar. For additional information and registration please call 526-1101.

Youth Sports and Fitness: Services available for 3 years to 18 years. Located at the Youth Center, Building 5950 on Ware Street. Hours of operation: Monday– Friday: 11 a.m. – 8 p.m. Saturday: 8 a.m. – 5 p.m., Closed Sunday. The Fort Carson Sports, Fitness and Nutrition Program is dedicated to providing professionally managed, positive programs featuring a wide range of opportunities. These programs are designed to meet the developmental, educational, leisure, recreational, physical and social needs of children ages three – 18. This program also enhances the skills and education of athletes through a positive, healthy and fun environment. The Sports, Fitness, and Nutrition program offers a variety of programs in four core areas of team sports: individual sports, health, nutrition, and outreach programs. For additional information and registration for youth sports programs please call 526-1101.

SKIES Unlimited: The sky truly is the limit with this innovative program, located in the recently remodeled Beacon Circle Center, Building 5510 Harr Avenue. SKIES Unlimited programs and activities are open to CYS Services registered children ages three to 18 years. The SKIES Unlimited staff and contractors ensure your children have access to exceptional learning opportunities as diverse as sign language, air rifle lessons, and even math tutoring! New classes are being added on a continual basis. Classes vary from one to three days a week. Some are a half hour in length; others last up to an hour. While your child explores, you can relax in our large, comfortable waiting area. Quiet time for you – a world of knowledge for your children! Parents we are looking for a Guitar and Gymnastics Instructor. If you or someone you know might be talented in this area and would like to be an instructor for SKIES Unlimited, please give us a call at 524-2896.

School Support Services: The army is committed to addressing school and transition issues of the mobile Military child. The mission of School Liaison Services (SLS) is “A driving force for student success”, the School Support Services program is here to assist transitioning Military children and youth. You can contact your School Liaison Officer to obtain school information, in/out processing checklists, calendars, district boundaries, phone numbers, registration information, etc. Please contact this office to access a wide range of resources to facilitate army youth education transitions by calling your School Liaison Officer at 526-1101.

Schools: There are several Public School Districts in the Colorado Springs area. To the south of post, in Pueblo and Fremont Counties are School Districts Hanover 28, Pueblo 60 and 70, Canon City and Florence. Fort Carson is bordered by 4 public school districts: Harrison #2, Widefield #3, Cheyenne Mountain #12, and Fountain-Fort Carson #8. Where you choose to live will determine the school your child attends within your school district. You may also choose to permit your child to another school, following the permit application process and guidelines within the school districts. To obtain specific information about all schools within Colorado, go to the Colorado Department of Education www.cde.state.co.us. This web site will provide with state requirements for Colorado schools and will provide you the link to all Colorado Springs and El Paso County schools. To assist you with transitioning your school age child from one school to another school the School In & Out Processing Checklist is provided. When you arrive at Fort Carson the School Support Services Office is located in the Child Youth & School Services Parent Central registration Office, Building 1518 located on Prussman Blvd. If you need any other information please call contact the School Liaison Office at 526-1101 or visit the website: www.mwrfortcarson.com/cyss-school-info.php.

Youth Sponsorship: Designed to address the easing of transitions for young people using a multi-pronged, ongoing program approach. In addition to being partnered with a youth Sponsor, incoming and outgoing youth have available to them Hail and Farewell events, orientation briefings and informational relocation packets. Youth Sponsor's are trained using the Department of Army's "Teens Reaching Youth" curriculum, and have the opportunity of serving on the Youth Sponsorship Committee. For more information on the Youth Sponsorship program please call the Youth Center at 526-2680, or e-mail us at youthSponsorship.fortcarson@us.army.mil.

Home School Support and Outreach: In an effort to uphold the “Seamless Transition” mission, programs are available for Home Schooled youth. Programming includes Computer lab and Homework room opportunities, Life Skills, Recreation and Leisure, and Sports and Fitness options. Informational Home School support packets are also available. These packets include “Get Started Home Schooling” information with Home School specific resources, guidelines, and support group contacts. Anyone interested in Home School information, can call 526-1101 and ask to speak with a School Liaison Officer.

Outreach Services: On Site Child Care Support - Outreach Services provides on site child-care in support of Mobilization, Family Readiness Support groups, Chapel programs and other installation functions. To obtain additional information about outreach services please call 526-8220.

Special Needs: If you have a child with special health needs or concerns, you may be required to meet with the Special Needs Accommodation Process (SNAP) prior to utilization of any CYSS programs. This meeting ensures that care providers are educated regarding any specialized care of the child/youth. For more information regarding the SNAP, contact the EFMP Manager at 526-4590.

Preschool Services/On Post Childcare: El Paso County/Colorado Springs has a unique situation regarding multiple school districts that serve this area and its impact on our children in military families. Usually, a child is required to attend school within the district in which the family lives. This can create challenges for children who require transportation between daycares which are out of district and the school services. This has become even more challenging within the Fountain/Ft. Carson school district which includes schools on Fort Carson post. Currently, a child cannot go to the preschools on post if they do not live on post even though those schools fall within the same district. Parents moving into this area are not aware of these challenges and therefore do not consider this in the purchasing or renting of a home. Because of the importance that children with special needs receive their special services through preschool/school, we feel that it is very important that this information be shared with families moving into the area. Let us help you make informed decisions regarding the location of their home.

Health Care Information for TriCare/

Evans Army Community Hospital (EACH): Located in building 7500, services are available by calling 526-7000 (EACH). TRICARE has you covered if you become ill or injured while traveling. If an emergency occurs, call 911 or go to the nearest hospital Emergency Room. Notify your Primary Care Manager (PCM) within 24 hours to inform them of the incident; otherwise, you could incur charges for the visit. Please follow this same procedure if you are traveling "Out of Area" and need emergency treatment. However, if you are a Family Member (FM) traveling on PCS orders and have not reached your next duty station, call either TRICARE or your PCM from your previous duty station for authorization. If an Active Duty Service Member (ADSM) becomes ill or injured in route to the new duty station, the Point of Contact at EACH is Doni Grebenstein at (719) 526-7728. Should you receive a bill for emergency services, **DO NOT** pay it, but **DO NOT** ignore it. Contact the facility where the services were rendered to ensure the claim was submitted to TRICARE. If you are Active Duty and received a bill, bring it to the Referral Management Office, Room 2070, on the 2nd floor of the hospital. Hours of operation are from 0730-1600. If you are in Debt Collection, the Patient Advocate Office is your Point of Contact located in Room 1301, 1st Floor. Hours of operation are from 0800-1600.

TRICARE Enrollment Information & Booking Appointments for Care: 1) The ADSM will enroll their FMs in the Defense Eligibility Enrollment Systems (DEERS) during in-processing. The DEERS Office is located in building 1039 on O'Connell Blvd. Hours of operation are Mon-Wed and Fri from 0730-1600, Thu 0830-1600. The office is closed during lunch Mon thru Fri 11:30-1230 and closed for all Federal Holidays. Walk-ins are welcome or you can log on to the web site www.carson.army.mil then into Directorate Support, Human Resources, Military Personnel Division, Personal Processing and then DEERS/ID Cards and make an appointment. For more information call, 524-3704 or fax information to 524-1202.

2) To enroll FMs in TRICARE, report to Room 1011 located on the 1st floor on the West end of the hospital.

3) Once enrolled in TRICARE, go directly to the Correspondence Office in the SFCC, Room 1500. If enrollment is done after 1500 hrs, please go to the Patient Administration Division in Room 1050 on the East end of Evans Army Community Hospital to have your information added to the hospital Healthcare System. FMs needing an appointment will call 457-2273 and Active Duty Service Members must go to "Sick Call" for appointments. You may also now utilize "Tricare Online"!!! Access is Power!!! Save time

with online appointing, prescription refills and updates. It now features the Blue Button; including lab results. To access, go to: www.tricareonline.com. For other information call TRICARE at 1-888-874-9378. If medical care is needed before TRICARE Prime eligibility date at Fort Carson, contact the clinic in which you are assigned, or call the Hospital Operator 526-7000 who can connect you to the appropriate clinic.

Provide the date of eligibility and ask for a space available appointment, or request a "return call" from a nurse. If you cannot obtain an appointment, please contact the Patient Advocate Office at 526-7225 to request assistances. However, if appointments are unavailable within an appropriate time, seek care at Evans Army Community Hospital Emergency Room (1st floor). Please understand there may be a long wait for nonemergency conditions.

Pregnancy & Enrolling Newborn, Adoptees and Pre-Adoptees: If you are pregnant and need OB care, either call the appointment # at 457-2273 or go to the OB/GYN Clinic located on the 2nd floor. You do not have to be enrolled in TRICARE Prime to be seen for OB care.

Emergency Room: Open 24/7 if you feel and emergency exists (life, limb, body part, or sight threatening condition), please go to the Emergency Room (1st floor) or call 911. You will be evaluated as to the severity of the illness, then wait to be seen according to priority of the medical need. *** If you go to a civilian EMERGENCY ROOM without being referred by Evans Army Community Hospital, you may be responsible for the bill unless it is a loss of life, limb, body part, or eyesight situation. Examples are uncontrolled bleeding, severe chest pain, poisoning, or loss of consciousness.

Medication Refills: If you've used your last refill and need a new Prescription, please call your clinic and leave a message for your PCM. Update contact numbers are available by calling 526-7000. Allow three working days for your request to be filled.

Patient- and Family-Centered Care (PFCC): The PFCC initiative is committed to strengthening the partnership between our providers, patients, soldiers, and their family members. We implement changes to better serve our patients & families by ensuring the perspective of the family is considered when developing policies & programs, as well as the delivery of care. To become an Advisor or to get information, please contact us at 526-7733.

Patient and Family Advisory Council (PFAC): While in the hospital, did you ever think of things that we could have done better or differently? Do you have ideas to share concerning ways to make sure other patients and families have the best care experience possible? If so, then being a patient or family advisor might be right for you! Patients, soldiers, and family members who receive care at EACH are eligible to become advisors. Generally, your experience as a patient or family member is the most important qualification. Sometimes we call a group of patients and family members to get feedback about ways to improve our services. Patient and family advisors help us by giving input and feedback to improve the ways that we serve you. We may ask the Advisory Council to share experiences of being in the hospital with our health care professionals and other staff members. For example, you may be asked to tell your story during a training session for hospital staff. By sharing your experiences and ideas with us, patients and family advisors have the unique opportunity to help improve the care experiences for others.

Patient- and Family-Centered Care Resource Center: Provides health-related information readily available to patients and their families. This is an empowering service which allows the health care professionals more specialized time with the patients. Compassionate providers understand that patients and their families want to know more about the conditions they face and how to manage them. This Center assists with providing cost-efficient, quality health care by redefining the relationships among providers, patients and their support teams. It offers high quality, individualized health information to the patients, families, staff, and community members. Patients can educate themselves about their best

choices; which in turn, equips them to actively participate in their own health care. Visitors will find free materials, computers with internet access available for on-line searches, reference and/or lending library services, a television, VCRs/DVDs for viewing educational material, photocopying, and faxing. A variety of books on child development, parenting, specific diseases, illnesses, grief and loss, nutrition, safety, holistic care and self-help issues are available. Information is offered on local, regional and national organizations to link community services to patients and families. The Resource Center offers a pleasant, quiet space to wait, and relax.

Fort Carson Consolidated Assignments Processing Section (CAPS)

All inbound Soldiers and officers below the rank of Colonel in-process through the CAPS, regardless of direct unit of assignment. To ensure in-processing is quick, simple and convenient, all in-processing requirements are met while the Soldier is assigned to CAPS. Located in Building 1218, on the corner of Wetzel Avenue and Ellis Street, the hours of operation are 0715-1530, Mon-Thu and 0730-1530, Fri. For after duty hours, go to Building 1013 for the Replacement Detachment and sign in at the CQ desk. Unaccompanied Soldiers (SSG and below) are billeted at Building 1218 while assigned to the Detachment. Accompanied Soldiers make their own lodging arrangements. Soldiers in the ranks of E1 to E6 participate in a four-day orientation program, E7s and above, to include officers, a three-day program.

Civilian Personnel Assistance Center (CPAC)

The mission of the Fort Carson CPAC is to develop and deliver a customer focused, management owned civilian personnel management program that will attract, develop, and retain a diverse and highly competent civilian workforce. Partner with managers in accomplishing the mission by helping insure the civilian workforce is highly trained, motivated, well-informed and fairly treated. Our offices are located in building 1118 in room 161. For appropriated funds information, call 526-8341, and for non-appropriated funds, call 526-4445.

Housing Assistance - Inbound

Army Housing Online User Services is the Army's official website for soldiers and their families looking for information regarding Army Family Housing, Single Soldier Housing (SSH), or Community (Off-Post) Housing <https://www.housing.army.mil/ah/>.

Affordable and suitable off-post housing in the Colorado Springs area can be difficult to find. The waiting list for on post family housing generally runs from 6 to 18 months. It is based on number of bedrooms requirement and availability of homes.

The off post vacancy rate for apartments, townhouses and homes averages 5 percent. To ensure our Soldiers and families obtain affordable quality housing; the Housing Services Office has implemented several successful initiatives.

First, all service members are required to receive a housing referral briefing before entering into any rental or sales agreement. This requirement is communicated through the Commanding General Policy File, Plan My Move - www.MilitaryInstallations.dod.mil, the Fort Carson Home Page, the Sponsors Program and the Day 1 briefing. The Day 1 briefing fulfills the requirement for single Soldiers without dependents. All other Soldiers must visit the Housing Office for an individual briefing. Appointments are not required for this briefing. To obtain on-post housing, visit Balfour Beatty Communities Community Center, 6800 Prussman Blvd or call 579-1606 ext 250 or visit www.fortcarsonfamilyhousing.com. Housing on Fort Carson is owned and operated by Balfour Beatty Communities. Required documents include a copy of the orders bringing you

to Fort Carson, verification of dependents (marriage certificate, birth certificates, and/or DEERS print out), a power of attorney (if spouse), and an end of month LES. If no homes are available, you will be placed on a waiting list.

Fort Carson Housing has a maximum limit of 2 pet's, as well as breed restrictions.

If a Soldier has an exceptional family member that requires accessible housing or modifications to the housing unit due to physical, visual or hearing impairments, he/she must contact Balfour Beatty Communities directly to obtain the documents required for the request. Balfour Beatty Communities can be reached at 579-1606 ext 250.

To obtain off-post housing, Army Regulation requires you to report to the Housing Service Office (HSO) located in building 1225, Room 189, 526-2323 or 2322, before you make any permanent off-post living arrangements.

If you are taking permissive TDY for house hunting, you are required to have your leave form (DA form 31) stamped and dated by the Housing Office before starting permissive TDY. If NOT, you may be charged leave for that period.

The Housing Services Office (HSO) provides guidance and assistance to all incoming and departing personnel with all housing needs, The HSO maintains a list of available rentals, brief individual on the local area, review/clarify or explains lease contracts, mediates disputes between tenants and landlords, inspect off-post rental housing for suitability and obtain assurance of non-discriminatory rental practices, maintain a display of area maps, provide computers, sales booklets and brochures. Provide transportation for Soldiers and Family Members in search of off post rentals when POV is not available. A Department of Defense (DoD) Sponsored site, AHRN is designed to improve and speed up the process in Military service members and their families to secure available off-base community housing rentals.

All Soldiers residing On/Off Post Housing must also clear through the Housing Services Office (HSO) in building 1225, room 189. An authorized stamp will be required on clearing papers.

Volunteer Realtor Program: The purpose of the Fort Carson Volunteer Realtor Program is to assist the Housing Office in providing housing and community information to Military families. The Pikes Peak Association of Realtors provides qualified realtor volunteers to assist the Army housing counselors in this endeavor and to furnish rental and sale listings through the Multiple Listing Service System. Services include printouts of rental and sale listings, information regarding purchases of homes such as application procedures, interest rates and discussing various types of mortgages such as VA, FHA and conventional loans. For information call 526-7578 or visit the Colorado Inn located in building 1225.

Single Soldier Housing: Soldiers should contact the installation Single Soldier Housing Office (SSH), First Sergeants Barracks Program (FSBP) at 526-9735 or 526-9709 to obtain information regarding barracks space. Dual Military Soldiers both assigned to Ft Carson are required to contact the installation UPH Specialist, Located in Building 1140, Room 103, 526-9734 to obtain a Certificate of Non-availability (CNA) to reside on/off post.

A Soldier should not enter into a legally binding rental or lease agreement until the CNA request has been approved.

If you are a Single Soldier in the grade of E-5 (SGT) or below, or a dual military Soldier, with a spouse assigned to a **different duty station** and you do not have dependent family members (you will need to provide a copy of your spouse's ERB), and by regulation are **not** entitled to collect BAH (Basic Allowance For Housing), you will be assigned a barracks room.

If you are recently divorced, the Single Soldier Housing Office (SSH) will need a copy of your divorce decree and a DD Form 5960 (Start/Stop/Change BAH form) stamped by finance, you will be assigned a barracks room.

Geographical Bachelors are not authorized to live in the barracks. A geographic bachelor is defined as a Soldier who is authorized BAH at with dependent rate who elects not to be accompanied by Family Members.

Permanent Party Bachelor Officer and Bachelor SSG-CSM quarters are not available on Fort Carson. Soldiers in these groups must live off-post. Basic Allowance for Housing (BAH) will be at without dependent rate. If you need family housing or rental information, you can contact the Housing services office located at 7301 Woodfill Road, Room 104, 526-2323.

Joint Personal Property Shipping Office-Detachment 1 (JPPSO-DET 1)

The Joint Personal Property Shipping Office-Detachment 1 (JPPSO-DET 1) Customer Services advises members how to use the Defense Personal Property System (DPS) to request services from their transportation service provider (TSP). Soldiers may call Customer Service (719-554-9291) upon arrival at Fort Carson if the need assistance with their inbound shipment, information on their personally procured move or have personal property shipment questions. Soldiers should use their DPS account established at origin to manage their personal property shipment, to include arranging a full or partial delivery, updating delivery information, requesting a reweigh or entering claims data.

Non-Temporary Storage (NTS) shipments at another installation, can be arranged for release at the PPPO/Ft Carson office, Bldg 1012, Room 101 (bring a copy of your orders). Additional storage upon release is **NOT** authorized at the destination; therefore, you **MUST** provide a delivery address and take the shipment upon arrival.

Personally Procured Moves (PPM), formerly known as a DITY Move, are accepted at Bldg 1012 Room 101. The packet must contain the following: DD2278 (Application for Do It Yourself Move and Counseling Checklist), DD1351-2 (Travel Voucher), PPM Checklist/Expense Sheet, travel order, receipts (gas, tolls, rental contract, i.e.), empty/full weight tickets and POV registration (if applicable).

Military Pay Assistance

For a Soldier's convenience, the Fort Carson Defense Military Pay Office is located in the Customer Service Area, Bldg. 1220. In addition to the following services, Finance performs a quality review of the pay accounts of all newly arrived Soldiers. During the Day 1 briefing, Soldiers update their Basic Allowance for Housing (BAH) and Basic Allowance for Subsistence (BAS) entitlements. Additionally, Soldiers have the opportunity to change their direct deposit to a different financial institution, start or stop allotments, submit pay inquiries, and request advance pays incident to their PCS move.

PPM Move Settlements – During in-processing at the Day 1 briefing, Soldiers are advised to turn in their PPM paperwork to JPPSO-DET 1/Fort Carson. They are located in building 1012, 1st floor, and will process settlements on a walk-in basis Monday through Friday, except Federal holidays, from 0730 to 1630 and closed for lunch 1200-1300 hours. PPM claims packages are processed through DFAS-Rome for payment. It takes generally 1 to 5 weeks for your voucher to be paid.

PCS Travel Settlements – In-processing Soldiers are told to bring the appropriate paperwork for settling their PCS travel claims to the Day 1 briefing. During the Finance portion, the briefer assists incoming Soldiers complete each block of DD Form 1351-2. Finance prepares all documents for payment and forwards to DFAS-Rome within 2 working days and the Soldier can generally expect payment 6 to 10 days after their Day One briefing, but during peak seasons it could take up to three (3) weeks.

Reimbursement of TLE and TLA Expenses – While assigned to the In-Processing Building 1013, the Finance IOP will provide guidance, prep documentation and submit to DFAS-Rome. Once the Soldier has been assigned to the gaining unit the Soldier is asked to visit Customer Service for any additional travel support or return to IOP if called upon. Finance prepares all documents upon receipt for payment and forwards to DFAS-Rome within 2 working days and the Soldier can generally expect reimbursement 6 to 10 days from the date the documentation is submitted to Finance.

Army Community Service

Exceptional Family Member Program: The Fort Carson EFMP team at Army Community Service (ACS) and the Military Treatment Facility (MTF), Evans Army Community Hospital, is in place to make the program work for you! Please read this article carefully and call with any questions you may have. Enrollment into the EFMP is mandatory, not a right or request, based on carefully defined rules. Any Family Member, regardless of age, with any physical, emotional, developmental, or intellectual disorder that requires special treatment, therapy, education, training, or counseling **MUST** be enrolled. This is because there are some installations where even a Family Practitioner is not available. EFMP enrollment works to ensure that needed services are available at the gaining installation **BEFORE** Personnel/Human Resource Command (HRC) assigns the Sponsor to that new duty location.

When a Soldier is “nominated” for a specific assignment and a Family Member has a current EFMP enrollment, HRC checks with the EFMP at the gaining installation to determine service availability for the enrolled family member(s) **BEFORE** the Soldier ever hears about the proposed assignment. It is important to know that a Soldier can be “nominated” for an assignment at any time. This is why it is crucial to have the Family Member enrollment up-to-date at all times. If needed services are not available for Family Members enrolled in the EFMP, HRC will look for other duty locations based on current assignment priorities. The Soldier does not have to turn down an assignment if Family Members cannot accompany him/her. The EFMP is not utilized to limit assignments, but rather to consider the best assignment for individual circumstances. This can only be done if Family Members are enrolled. At times, Soldiers will have to take an “all others tour” (unaccompanied status) to meet Army mission requirements, regardless of EFMP enrollment status. Deletion from assignment is not granted solely because a Family Member is in the EFMP. The EFMP cannot be used to get (or get out of) a certain assignment. The Soldier is responsible for ensuring Family Members are enrolled and for ensuring the enrollment is updated at least every three years or as changes in diagnosis/medication/condition occur. Family Members enroll in the EFMP by completing enrollment forms with their Primary Care Manager (PCM), to include input from any other medical/educational specialists the Family Member(s) have seen. The PCM needs to know about ALL medical care received, whether in the MTF or by a TriCare Network Civilian Provider. Family Members must ensure ALL medical care is documented in the MTF medical record, and should **ALWAYS** ask medical provider(s) to forward a copy of their clinical notes to the MTF outpatient records department. Any mental health treatment received, with or without a consult from the PCM, must also be included on the EFMP enrollment. Once enrollment forms are complete, your local EFMP team sends them to the Regional Medical Command for computer entry, making the information accessible to EFMP personnel at HRC for the assignment coordination process.

All Soldiers requesting accompanied Family Member travel to any overseas location (to include Alaska and Hawaii) must contact the EFMP office at Evans Army Community Hospital (526-7805) to request an appointment for an EFMP overseas screening prior to expected relocation. This should be done immediately after the Soldier attends the online levy briefing. Orders will not be issued to Family Members traveling to an approved overseas location until the EFMP screening process has been completed. Failure to inform your PCM of ALL care received can delay the EFMP screening process and result in separation from Family Members at PCS. If Soldiers are on orders overseas, they are advised to wait for a response from the OCONUS travel approval authority before they out-process Fort Carson (Soldiers in this situation may request a deferment of their report date). Also, they should **NOT** sell vehicles or terminate their residence before receiving official word from the OCONUS travel approving authority as to whether or not services are available and Family Member travel is approved. If a Soldier chooses to go ahead of the family and Family Members are denied travel, the Soldier could be required to complete an “all others” tour.

Enrollment into the EFMP does not adversely affect a Soldier's career. EFMP information is used solely for assignment purposes. EFMP is not used to limit assignments, but rather to consider the best assignment. Sponsors complying with enrollment instructions have been shown to go further in their careers with the Military. On the other hand, Soldiers who try to avoid EFMP enrollment can negatively

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impact their careers. A General Officer Letter of Reprimand can be given to any Soldier who does not enroll his or her family in the program or withholds information on levy forms thinking it will affect his/her career or assignment wishes in a negative way. The governing regulation is AR 608-75, The Exceptional Family Member Program. You can review it at web site:

Once a Family Member is enrolled, he/she remains in the program until the condition that warranted enrollment has been resolved or when the Soldier leaves the Army. Disenrollments from the EFMP must be requested through the Family Member's PCM or by documentation of divorce and/or loss of custody. Questions about the EFMP should be directed to the ACS EFMP, 526-4590 or Evans Army Community Hospital EFMP office at 526-7805.

The Army Exceptional Family Member Program (EFMP) is a mandatory program designed to insure adequate medical, social, psychological, and educational requirements are available for Family Members who may have special needs in those areas. All Family Members of Soldiers identified to PCS to an OCONUS area and electing a "with dependents" tour must have their Family Members screened for possible enrollment in EFMP prior to approval of family travel. This is a service to your family so the best possible medical care can be provided in the overseas area.

All Family Members for whom travel is being requested must be screened by the EFMP Medical Chief. This process is done by appointment only. The Soldier is responsible to contact the EFMP Office, 526-7805, to schedule a family member screening appointment. Insure the DA 5888 has been completed (blocks 1-8) and authenticated by MPD and bring this form to your appointment. The EFMP Medical Chief will complete Part B, blocks 9-11. DO NOT have any other medical practitioner complete or sign your DA 5888. Complete the DA 7246 screening questionnaire and bring it to your appointment.

DO NOT make arrangements to ship household goods or terminate current living arrangements until this screening has been completed and your family's authorization to travel has been approved. If you proceed before notification by the Family Travel Branch that family travel has been authorized, you may be required to complete an "ALL OTHERS" tour in the oversea command without your family.

HELPFUL INFORMATION: EFMP SCREENING APPOINTMENTS or INFORMATION: Contact the EFMP Office, 526-7805 to schedule your appointment. Screening is conducted at Evans Army Hospital; FAMILY TRAVEL (CAPS), Mr. Allen at 526-8435. Located in Bldg. 1218, Room 213; EFMP/ACS INFORMATION: Susan Moyer, EFMP Manager, 526-4590, ACS Center, Bldg. 1526.

FAILURE TO MAKE AND KEEP APPOINTMENTS WILL RESULT IN A DELAY IN PROCESSING YOUR FAMILY'S REQUEST FOR OVERSEAS TRAVEL

Financial Readiness Program: Ideally, Soldiers will have prepared, budgeted, planned and saved for their move; however, if not, it is never too late to start. Financial Readiness offers several programs to help Soldiers prepare financially to move. Services vary from financial counseling for first PCS, budget counseling, debt management, Army Emergency Relief (AER), and assistance with the American Red Cross (ARC). After hours emergency assistance is available through the ARC at 1-877-272-7337.

Relocation Readiness Program: Frequent relocation is an integral part of the Army lifestyle. Many Soldiers and Families look forward to moving. They see it as a new adventure that offers new people to meet, new locations to explore, and new opportunities for personal growth. To others, moving is feared and viewed negatively. Quite often, the difference between the move being an adventure and a nightmare depends upon how well the Soldier and family have prepared for the move.

The Relocation Readiness Program offers a wide variety of resources and services to help Soldiers and families successfully prepare to relocate. Contact the Relocation Readiness Program at 526-1052 or 526-4590 for assistance.

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Services include relocation counseling, information on other installations, out-processing information, the Waiting Families Program, overseas orientations, the Loan Closet, the Toy and Book Program, and relocation planning.

Consolidated Assignments Processing Section (CAPS)

For Soldier convenience, the CAPS is responsible for issuing installation Clearance Forms in Room 136, Building 1218. Soldiers should report to CAPS (Bldg. 1218) 15 days prior to the desired departure date to schedule a pickup of Clearance Forms. Soldiers with PCS orders will need at least 6 copies of their orders and 3 copies of their approved leave papers (DA Form 31) to begin the process; separating and retiring Soldiers will need one copy of each applicable form.

Soldiers return to CAPS 10 days prior to the desired departure date to receive the Installation Clearance Report. Soldiers must clear all agencies not already pre-cleared by CAPS. A "final out" appointment will be scheduled with CAPS for the day prior to the leave start date. (The final out-processing appointment for retiring and separating Soldiers must be scheduled with G1 Retirement/Separation Transfer Point.) Soldiers must bring the completed Installation Clearance Record, signed by the commander, and the Unit Clearance Record to the final out-processing appointment.

The Consolidated Assignments Processing Section (CAPS) notifies Soldiers units of their assignments within 7 days of the Enlisted Distribution Assignment System (EDAS) cycle date. Enlisted Soldiers are to attend ONLINE levy within 30 days of the EDAS cycle date. In person levy is no longer held at Fort Carson. The ONLINE format of levy is separated into CONUS (stateside) and OCONUS (overseas).

The ONLINE levy's are found under Units/Directorates, in the Garrison and Directorates option. You will select Human Resources (DHR). This will open a new webpage, scroll down to the section that reads Online Briefings and click on it. Select the appropriate briefing. The certificate of completion will be turned in as part of your out-processing paperwork.

Central Issue Facility (CIF)

The Central Issue Facility uses the following inspection standards for Organizational Clothing and Individual Equipment (OCIE):

GENERAL: The standards set forth herein apply to all inspections of OCIE that have been ISSUED to an individual for personal use and turn-in of the same to the CIF during clearance out-processing or direct exchange (DX). Normal maintenance will be performed by the individual to whom the OCIE is assigned (such as cleaning, spot removal, repair of tears or rips, and replacement of buttons).

STANDARDS: The classification of Clean and Serviceable for all clothing and equipment items will be subject to the stipulations and limitations listed below IAW AR 710-2, AR 735-11 and AR 32-15. Items of organizational clothing and equipment will require the following for TURN-IN into the CIF:

CLEANING: Post Laundered (tag or receipt), laundered, dry cleaned, or sterilized. It is recommended that unit supply sergeants utilize the post laundry (tag/receipt) for final cleaning of OCIE before their personnel clear CIF. OCIE issued but unused requires normal maintenance.

Checking Children Out of School

Sixty (60) days before departure, Soldiers must notify school officials of the last day their family member will attend class, keeping in mind that extended vacations during a school year places students at a disadvantage for testing and final grades. Soldiers or Family Members must make an appointment with school administrators to review school records and obtain copies of important records such as shot

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records, final tests, grades, report cards, and individual education plans, if required. If you have a child that requires Special Education, get copies of their IEP, 504 Plans and evaluations.

These records should be filed with the hand-carried Military paperwork and not stored in hold baggage. Immediate accessibility to school records will assist counselors in appropriate placement of students, based on achievement.

Upon arrival at the new duty station, the Soldier or family member should enroll in the local school of their choice. The new school administration will request official school records. The official mailing address of the existing school will assist in this process. Always remember to update the emergency contact numbers in the school files as Military assignments change.

Family Housing

Prior to vacating on post family housing, the Soldier must submit in writing a 30-day Notice to Vacate. This notice is to be given to a representative in the leasing office, Bldg 6800 on Prussman Blvd, and the Soldier will receive a confirmation copy for his/her records. The Soldier should request a pre-termination inspection at least 30 days prior to the planned date of quarter's termination. The pre-termination inspection must be scheduled in person at the Family Housing Office. Upon passing the final inspection, the BAH allotment will be stopped by completing the required forms with a housing consultant in the leasing office.

"Off-Post Residents" Per your lease agreement, you are required to give a written 30 day notice and a copy of your orders to Property Manager /Landlord. Know when the 30 days take effect, The notice takes effective the 1st Day of the following month, Please note-If you fail to give 30 days notice, you will still be held responsible for 30 days rent.

All Soldiers residing Off -Post Housing must also clear through the Housing Services Office (HSO) Bldg 1225, room 189. An authorized stamp will be required on clearing papers. Soldiers who live in On-Post housing must clear through Balfour Beatty Communities.

Family Member Passports

No Fee Passport Requirements for "With Dependents" Tour:

- Family Members, who are American citizens, must apply for passports within two (2) weeks of the date the Sponsor attended a Levy briefing. A copy of orders is NOT required to start the process!
- Foreign national Family Members should contact the Passport/Port Call office for visa information.
- Each family member, regardless of age, is required to have an individual passport.
- Family Members CANNOT travel on official orders with a tourist passport.
- Family Members born in the United States need a **state-certified** birth certificate. (Hospital certificates are not acceptable. State-certified birth certificates can be obtained from the Vital Statistics Office of the state of birth.)
- Previously issued passports can be used in lieu of a state-certified birth certificate.
- All Family Members, age 13 and older, must apply for a passport in person at the Passport Office. A Military ID card is required. (The non-Military member will sign and apply for children under age 13.)
- Processing time for no-fee passports is 5 to 10 weeks. The Passport Office will keep the passports until the family has been approved to travel overseas.

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Tourist Passport Requirements for "Without Dependents" Tour:

- Family Members desiring to travel overseas must obtain a tourist passport from a Passport Agent at a post office. The family member would be responsible for all costs associated with the tourist passport.
- Family Members would also be responsible for applying for a visa if one is required to visit the foreign country.

Joint Personal Property Shipping Office-Detachment 1 (JPPSO-DET 1)

The Joint Personal Property Shipping Office-Detachment 1 - Ft Carson (JPPSO-DET 1/Ft Carson) office arranges movement of personal property, personally procured moves, and storage in support of DOD customers' entitlements. Relocating soldiers are encouraged to schedule a counseling appointment 6-8 weeks prior to their requested pack and pickup dates. All shipment requests are move through the Defense Personal Property System (DPS). Each member **MUST** register for a DPS password at www.move.mil, in order process their shipment request. The member has two options in obtaining counseling. You may make an appointment to attend a group briefing or perform self-counseling. DPS gives the member the ability to self-counsel and submit your application online, instead of traveling to a Transportation Office. Self Counseling is not available to members in the following category: first personal property move, last personal property move (retirement/separation), if you are not the property owner and using a Power of Attorney, moving personal property as "next of kin or a Summary Courts Officer, and storing or moving personal property in conjunction with contingency orders or designated location for your dependents to an overseas or Non-Foreign Overseas location. Each member must bring one copy of orders/amendments and a copy of their DPS password to their scheduled appointment. During the appointment, JPPSO will provide a full range of personal property traffic management services.

Military Pay and Travel Pay Advances

Upon receiving PCS orders, Soldiers must report in person to Customer Service Building 1220 with three (3) copies of orders, any amendments, two (2) copies of DA 31.

All travel advances prepared by Finance Out-Processing will be sent Electronic Funds Transfer (EFT). Soldiers are cautioned not to change their direct deposit account UNTIL AFTER ALL ADVANCES ARE RECEIVED. Changes to the Soldier's travel advance request must be made 10 working days prior to the Soldier's final out-processing appointment.

Soldiers must notify the Finance Office if they change their appointment date or are going to be late to their final out appointment. Failure to do this will delay the Soldier's ability to final out-process through Finance.

Advance Pay: Soldiers with dependents are entitled to advance pay of one month's pay. Repayment will be prorated over 12 months. (The advance pay computation will be one month's base pay minus all permanent deductions). E4s and below need their Commander's approval with signature on the DD 2560. E5s and above need their commander's approval with signature *ONLY IF* requesting advance receipt of one month's base pay with more than 12 months proration. NOTE: You must be moving to a high-cost area or show extenuating circumstances in order to be eligible for 13 months or more proration (repayment) period.

Single Soldiers are entitled to advance pay *ONLY IF* storing a POV authorized by their PCS orders. (Must provide justification).

Army Career Assistance Program (ACAP)

For transitioning Soldiers only. CG policy memorandum S-11 requires all separating and retiring Soldiers to contact ACAP 5 to 6 months prior to leaving the Army in order to take full advantage of transition services offered. These include a 3-day workshop, resume and cover letter development, job search assistance, Internet job sites access, and Department of Labor and Department of Veterans Affairs support.

Separating and retiring Soldiers are also required to attend an ACAP pre-separation briefing no later than 90 days prior to separation. Soldiers pending possible separation (Chapter or Medical Boards) are encouraged to register for the briefing as soon as the separation review process is started. ETS orders are not issued until proof of attendance is given. Family Members are encouraged to attend the briefing and make use of all ACAP services.

Health Care Information

All Soldiers will be briefed on health care. Options vary depending on type of transition. Information will be provided during out-processing. Soldiers PCSing with an EFM should setup an appointment with the ACS EFMP office to ensure the transition is as smooth as possible, 526-4590. For additional assistance with health care concerns, call 526-7000 (EACH). If you are a Family Member (FM) traveling on PCS orders and have not reached your next duty station, call either TRICARE or your PCM from your previous duty station for authorization. If an Active Duty Service Member (ADSM) becomes ill or injured in route to the new duty station, call 526-7728 or 526-7000.

Civilian Personnel Assistance Center (CPAC)

The mission of the Fort Carson CPAC is to develop and deliver a customer focused, management owned civilian personnel management program that will attract, develop, and retain a diverse and highly competent civilian workforce. Partner with managers in accomplishing the mission by helping insure the civilian workforce is highly trained, motivated, well-informed and fairly treated. Our offices are located in building 1118 in room 161. For appropriated funds information, call 526-8341, and for non-appropriated funds, call 526-4445.

Evaluation Process for Relocation Services: Our relocation service are evaluated with various evaluation tools, to include customer satisfaction cards, Interactive Customer Evaluation (ICE), direct feedback, needs assessments and other tools as needed. Information is used to assess the effectiveness of individual services. For in-processing Soldiers, the Total Army Sponsorship Program (TASP) provides survey's on the relocation process. For out-processing Soldiers, you will be asked to complete a questionnaire at the end of clearing, prior to turning in your paperwork. At all times, throughout the Relocation process, you are highly encouraged by your Relocation Assistance Coordinating Committee (RACC) to provide honest feedback on the quality of service you and your family receives. This information is used to create new services and make changes to services which are currently in place.